

Conflict-Free Access and Planning





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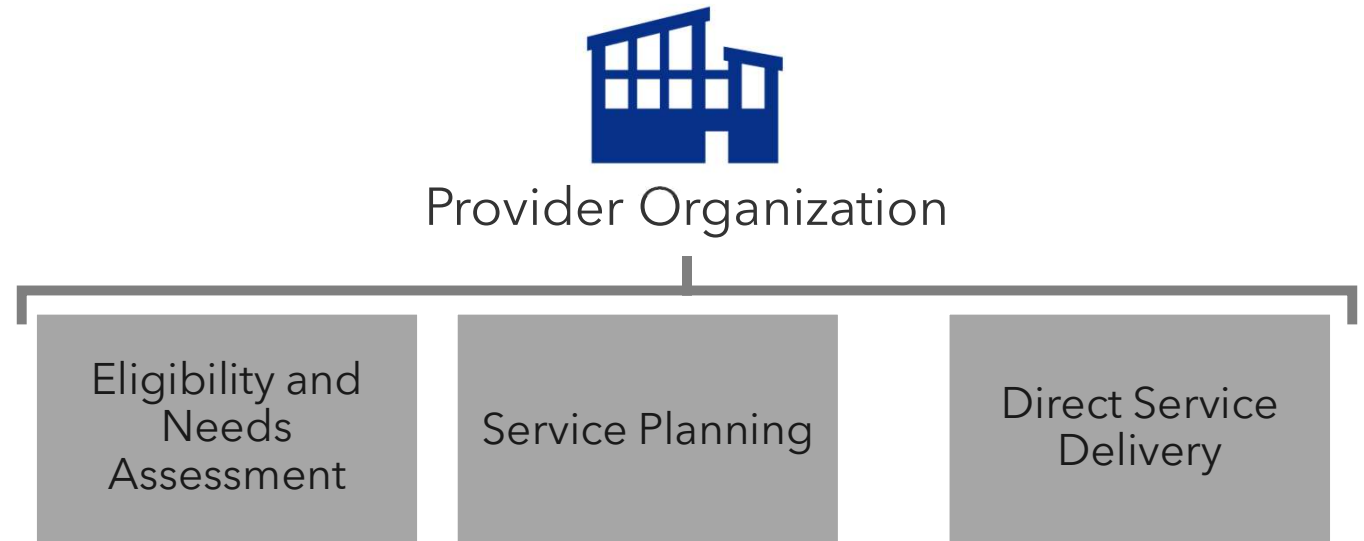
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Today's Topics

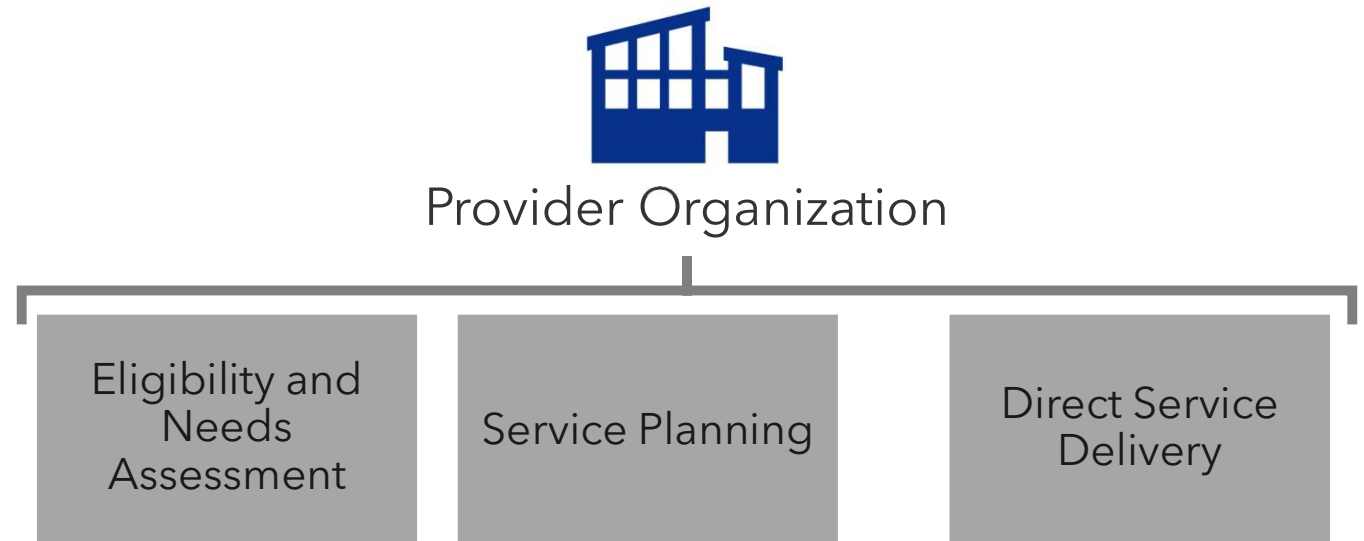
- What is conflict of interest?
- What is CFA&P and its requirements?
- How was feedback collected?
- What did the feedback say?
- What is happening next?

What is Conflict of Interest?



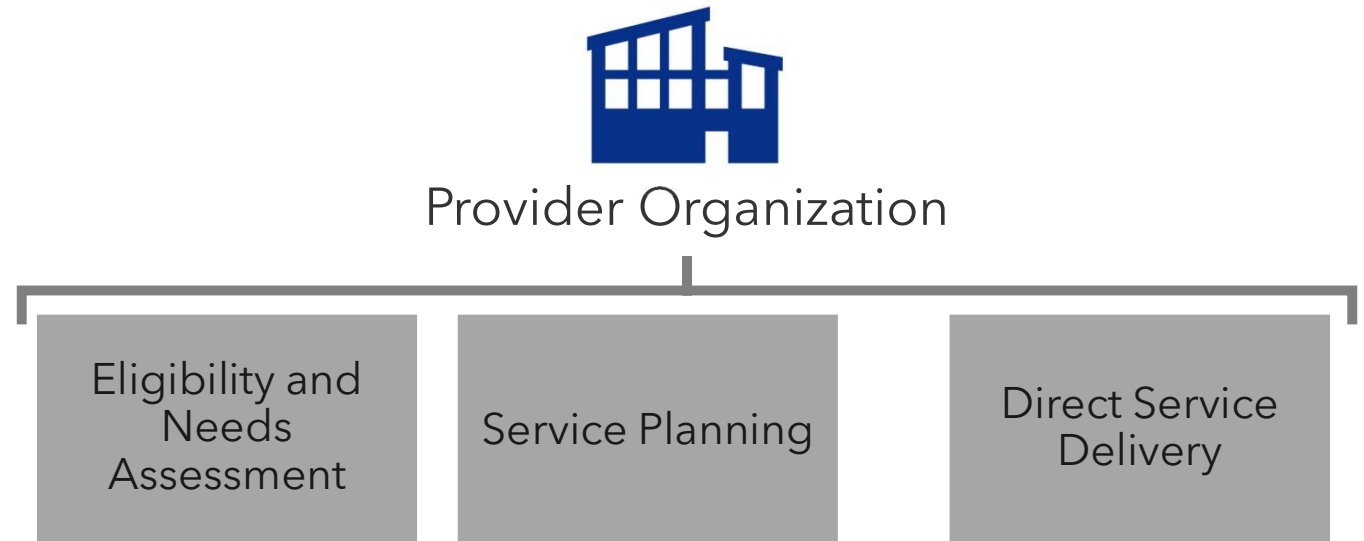
Conflict of interest in services can happen when an organization is responsible for more than one role.

What is Conflict of Interest?



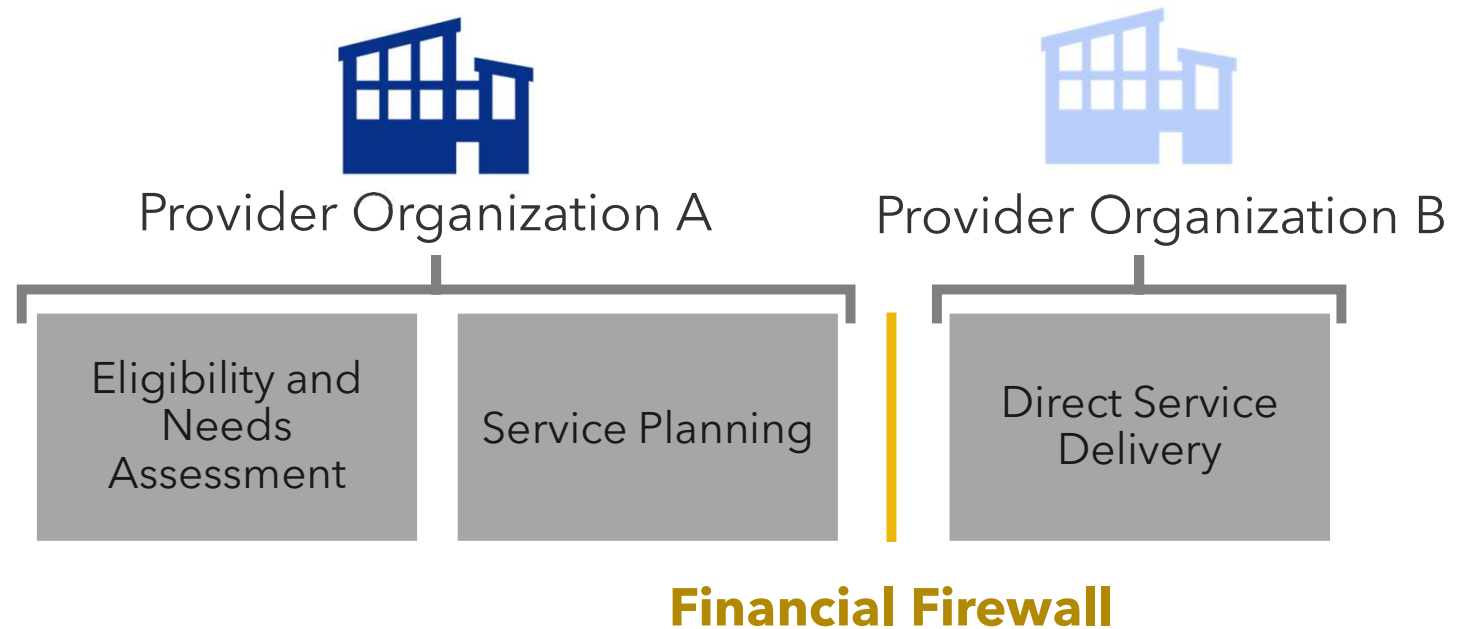
When an organization can make decisions based on their financial needs, instead of the person's needs.

What is Conflict of Interest?



A conflict of interest may not be intended but may be built into the system.

What is Conflict-Free Access and Planning (CFA&P)?



The HCBS Final Rule requires
assessment and service planning
are separate from the
delivery of services.

What is
Conflict-Free
Access and
Planning
(CFA&P)?

- 1 Separation is Required**
- 2 Implementation is Statewide**
- 3 Exceptions to be Defined**
- 4 PIHPs and CMHSPs Will be Responsible for Implementing Separation**



Review Feedback

MDHHS develop a CFA&P Workgroup and Listening Sessions to understand more about pros and cons of CFA&P.

Feedback



Included PIHPs, CMHs, and advocacy organizations.



Included over 130 beneficiaries and family members and was led by advocacy organizations.

Feedback was gathered about...

Feedback

**Strength of
Protections**

**Person's
Experience**

**Health of
System and
Providers**

What Did
People have
to say about
CFA&P?



Access:

Ensure beneficiaries
can easily get the
services they need.



Timeliness of
Services

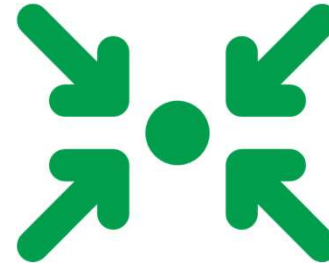


Ease of Access to
Service Locations



Receiving the
Amount of Services
they Need

What Did
People have
to say about
CFA&P?



Continuity:

Ensure beneficiaries' services are connected and they don't have to retell their story.



Repeat their
Story



Technology to Support
Information Sharing

What Did
People have
to say about
CFA&P?



Autonomy:

Ensure beneficiaries have choices in their services, supports, and providers.



Information about all
options

Next Steps

Feedback Summary

● CFA&P Workgroup to review Feedback Summary in November

MDHHS to Define Design

● MDHHS will develop design specifications and exceptions, and timeline.

Implementation Timeline

● The expected start date for CFA&P implementation is 10/1/24.

Informational Sessions

● Informational sessions will be launched to inform implementation.

More
Information

**MDHHS-
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**[https://www.michigan.gov/mdhhs/
keep-mi-
healthy/mentalhealth/mentalhealth
/conflict-free-access-and-planning-
workgroup](https://www.michigan.gov/mdhhs/keep-mi-healthy/mentalhealth/mentalhealth/conflict-free-access-and-planning-workgroup)**



Questions?

